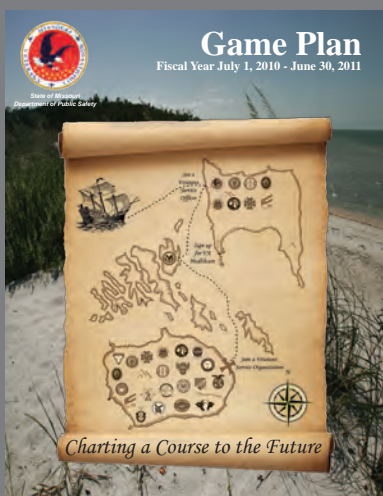
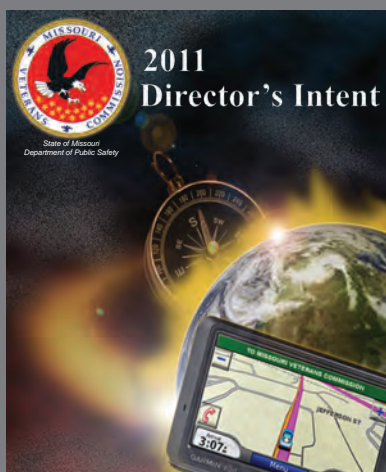




Annual Report

Fiscal Year July 1, 2010 - June 30, 2011

MISSOURI VETERANS COMMISSION



2011 was a banner year for the Missouri Veterans Commission. In our Cemetery Program, we opened our fifth operational cemetery at Fort Leonard Wood. National Shrine Status became a stated goal and our pre-certifications were up.

The Homes Program had seven successful VA Surveys. Nine of our Nurse Aides were recognized as national leaders and we served over 1,949 Veterans as the provider of choice for skilled nursing care.

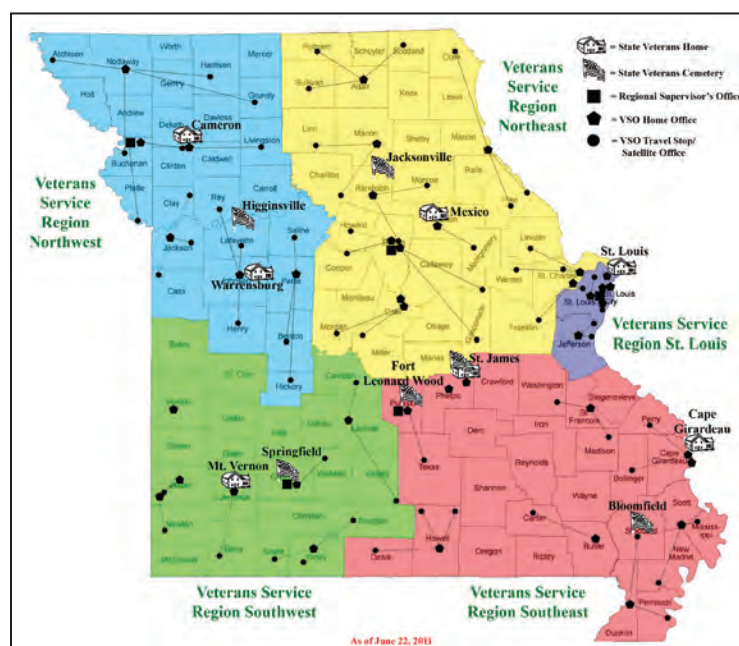


Larry D. Kay
Executive Director

Our Veterans Service Program reached a milestone as Missouri's Veterans received \$1,005,867,000 in benefits, compensation and pension. We began working closely with the Veterans Benefits Administration and the Missouri Association of Veterans Organizations (MAVO) to reduce the amount of time it takes to process a claim.

Partnering with MAVO and the U.S. Department of Veterans Affairs helped us establish the three key messages for Missouri Veterans: See a Veterans Service Officer, Sign up for VA Healthcare, and Join a Veterans Service Organization. Working together is making a significant difference for everyone.

Missouri has always been committed to its citizens who have sacrificed for our freedom. It remains an honor to serve those who served us.



FY 2011 Successes

For Fiscal Year 2011 the Missouri Veterans Commission focused on the following initiatives that were designed to further enhance the services provided to Missouri's Veterans. Those initiatives were:

Implement the five recommendations of the Listening Post Report

- We completed and published a Missouri Guide to Veterans Benefits.
- We established an Outreach Task Force with our Veteran Service Partners.
- We established a Benefits Task Force with our Veterans Service Partners.
- We formalized our support for the Yellow Ribbon Reintegration Program.
- We promoted educational awareness and a call for action regarding the solvency of the Veterans Commission Capital Improvement Trust Fund.

Establish processes to synchronize our FY 2011 Game Plan with VISN 15, VISN 16, VBA, and NCA.

- We communicated our strategic direction with United States Department of Veterans Affairs leadership.
- Our programs and initiatives communicated with like programs and initiatives of the United States Department of Veterans Affairs.
- We worked toward synchronizing our strategic direction for FY 2012 with the United States Department of Veterans Affairs.

Develop Mechanisms with our Veterans Service Partners to communicate our three joint key messages.

- We developed and implemented a poster campaign to promote our joint key messages with the United States Department of Veterans Affairs and the Missouri Association of Veterans Organizations.

If You Have Ever Served In The
MILITARY...

Have You...

- ★ **Visited with a Veterans Service Officer?**
Visit with a Veterans Service Officer (VSO) to discuss benefits you may have earned because of your service. Visit www.mvc.dps.mo.gov or call 1-866-VET-INFO to find a VSO near you or visit your local Veterans Service Organization to speak with a VSO.
- ★ **Signed up for VA Health Care?**
The VA has highly trained physicians and clinicians that allow the VA to address many specialties. Healthcare benefits for eligible veterans include primary care, specialty care, mental health, prescriptions, prosthetics, etc. Visit www.VA.gov or your VSO for more information and how to apply.
- ★ **Joined a Veterans Service Organization?**
There are many reasons to join a Veterans Service Organization. Members of these organizations enjoy the camaraderie of fellow Veterans. Members are also the most informed Veterans, especially when it comes to new benefits and legislation that will impact the Veteran population. To view a listing of members of the Missouri Association of Veterans Organizations (MAVO), visit www.mvc.dps.mo.gov/mavo.asp

Missouri Veterans Commission logo and MAVO logo.

Missouri Veterans Commission

www.mvc.dps.mo.gov
1-866-VET-INFO

Your State agency for connecting to Veteran benefits

Central Office
(573) 751-3779

Missouri Veterans Commission
205 Jefferson Street, 12th Floor
Jefferson City, MO 65101

Strategies for the Future

For FY 2012, the Missouri Veterans Commission has identified three strategic initiatives that reflect today's challenges while providing a platform for boldly moving into the future. As provided by the Commission at the April 11, 2011 commission meeting, our strategic initiatives for FY 2012 are:

Promote a Veteran centered culture within the Missouri Veterans Commission

1. Focus on Veterans centered care, family communication, and service efficiency in the Homes Program.
2. Focus on a personalized pre-certification process, family service, and shrine status goal in the Cemetery Program.
3. Focus on personalized service to Veterans and implementing the recommendations of the Benefit & Outreach Task Forces in the Veterans Service Program.

Develop and implement mechanisms with our service partners to communicate, coordinate, cooperate, and collaborate (C4).

1. Communicate our Mission, Vision, and Goals
2. Coordinate our planning and schedules
3. Cooperate in joint events
4. Collaborate on strategic direction
5. Develop and publish a Communication Guide to focus and synchronize our direction

Expand our Veteran Outreach Horizon

1. Have a formal presence at the State Veterans Service Organization Conventions and VA Planning meetings. Invite service partners to our strategic meetings.
2. Develop and execute a survey tool to assess the members of individual MAVO and student veterans organizations.
3. Locate, contact & present to Missouri student veteran organizations.
4. Expand our web presence in social media.

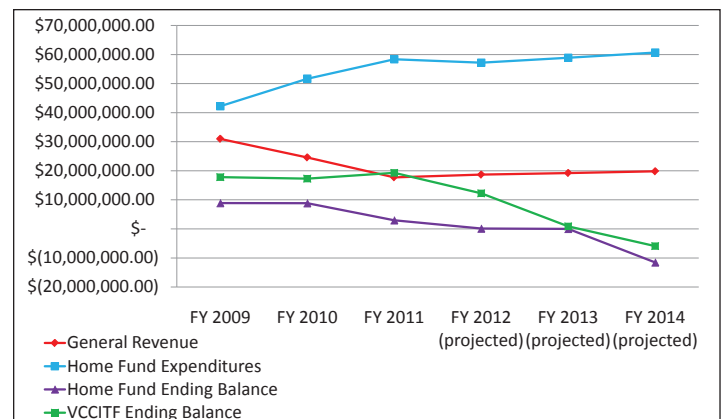
Budget 2013 and Beyond

The Missouri Veterans Commission continues to work to identify additional sources of funding to ensure the future of its three core programs.

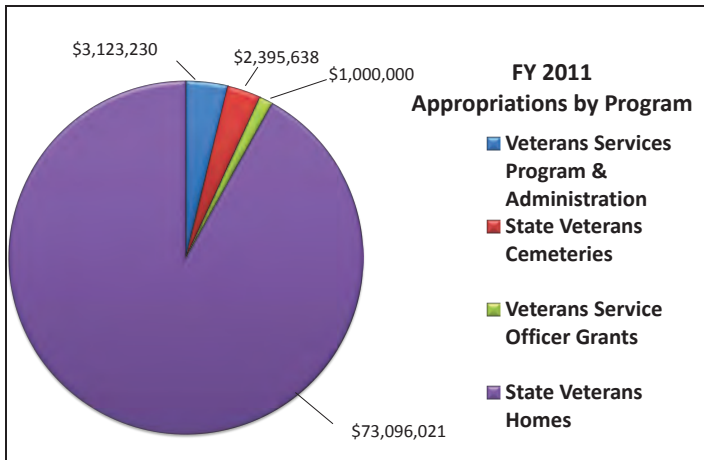
The chart shows historic and projected revenue sources and fund drawdown through 2014.

We have received numerous pledges of support by our elected officials to solve this funding challenge.

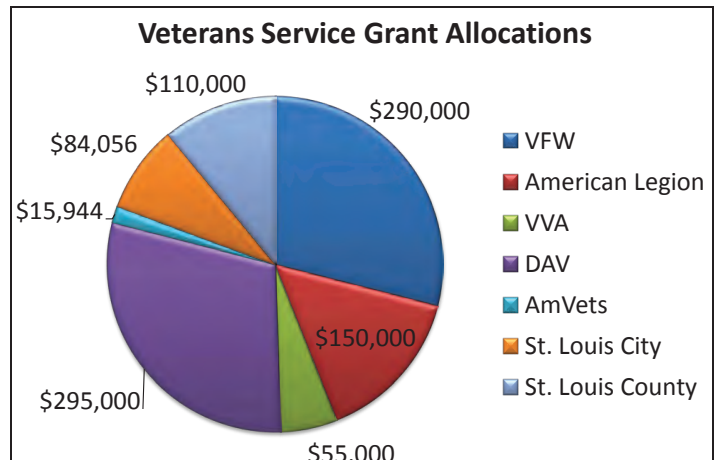
We look forward to working with our elected officials as we continue to serve those who served us.



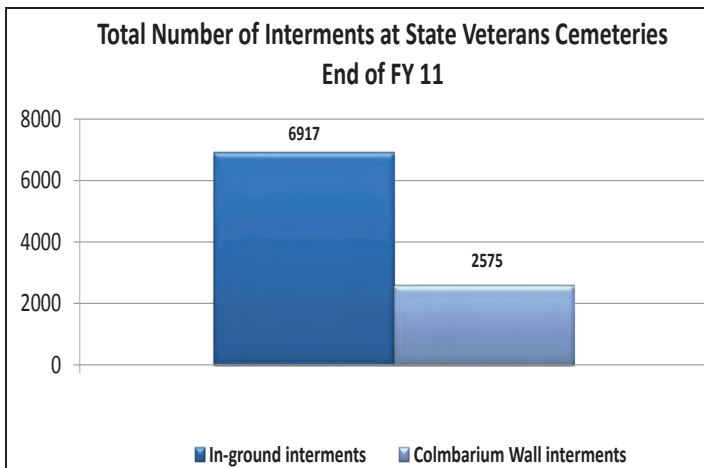
2011 Key Indicators



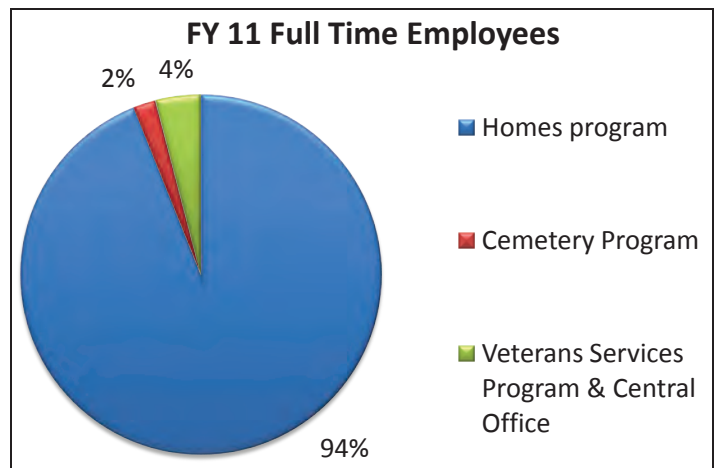
The largest percentage of expenditures are for the Veterans Homes, followed by the Veterans Services Program, Veterans Cemeteries, and then Veterans Service Officer Grants. Expenditures for the homes have continued to increase over the years due to the growth in available beds and census. The Veterans Cemetery appropriations have grown with the opening of a fifth operational Veterans Cemetery at Fort Leonard Wood, Missouri.



In 2001, the Missouri Veterans Commission began a Veterans Service Grant Program. In its first year, the program awarded over \$400,000 in grants to six Veterans Service Organizations. This program has allowed the Commission to assist Veterans Service Organizations in Missouri to continue providing services and assistance to Veterans. In 2011 we disbursed \$1 million to our current partner organizations including: American Legion, Veterans of Foreign Wars, Disabled American Veterans, Vietnam Veterans of America, and AMVETS.

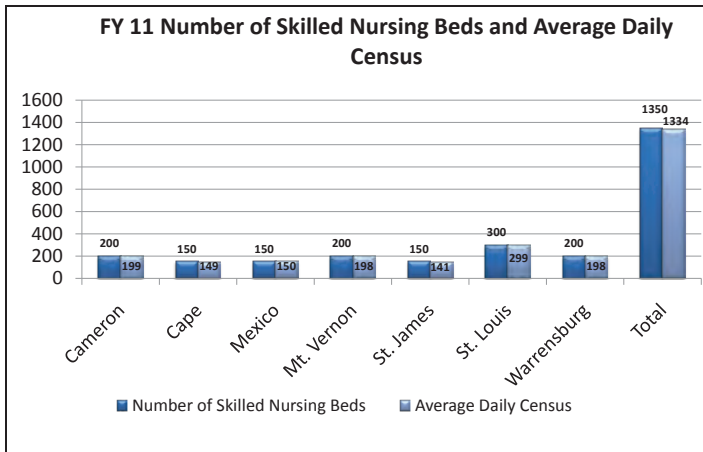


The Missouri Veterans Commission has created a cemetery network so that every Missouri Veteran will have reasonable access to a Veterans cemetery. Five cemeteries are in operation at this time; Springfield, Higginsville, Bloomfield, Jacksonville, and Fort Leonard Wood, which opened August 2010.

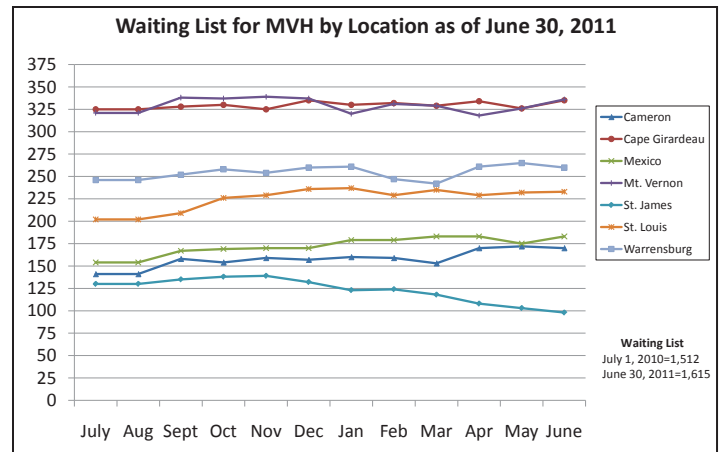


Of the budgeted staff for fiscal year 2011, 94% of MVC employees are located in our seven Veterans Homes around the state. Approximately 4% are in Veterans Services Program and Central Office, while the remaining 2% are located at our five State Veterans Cemeteries.

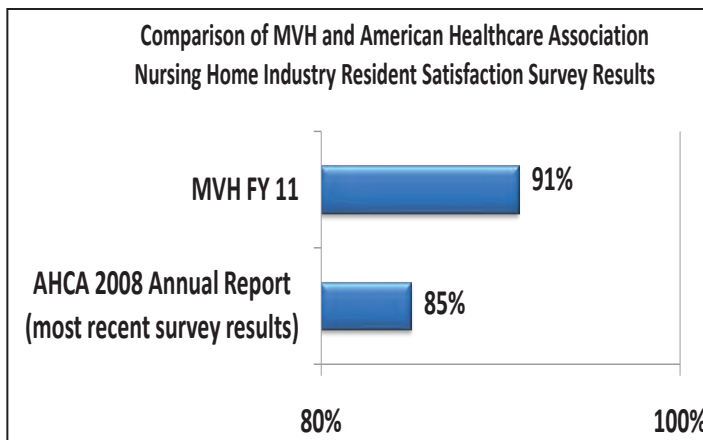
2011 Key Indicators



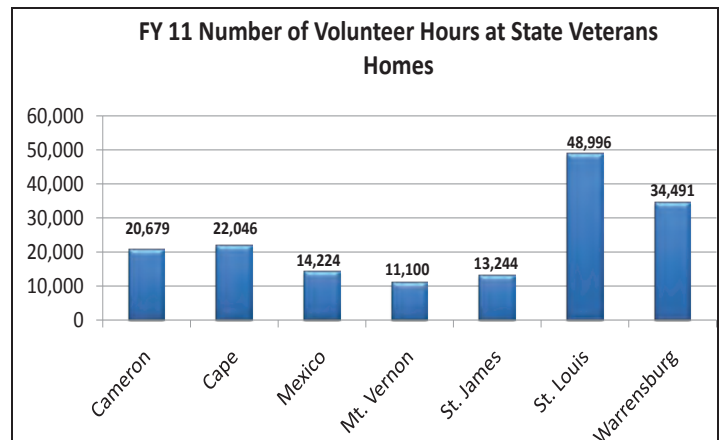
The Missouri Veterans Homes Program operates seven exemplary Homes with 1,350 skilled nursing care beds. The Homes Program has a national reputation for excellence in quality outcomes, resident and family satisfaction and regulatory compliance. The Homes maintained a census of 99% throughout FY11 which resulted in care provided for 1,949 Veterans.



Missouri Veterans Homes continue to be the skilled nursing care facilities of choice for Missouri's Veterans. Even while maintaining a census of 99% the waiting list continues to grow. On June 30, 2011 the waiting list statewide was 1,615 an increase of 103 during the fiscal year.



Missouri Veterans Homes survey our Veterans to determine their level of satisfaction with our services. Statewide our residents expressed a 91% satisfaction rate. The American Healthcare Association conducted a nationwide resident satisfaction survey with a 85% satisfaction rate. 2008 is the latest report available from AHCA.



Missouri Veterans Homes offer excellent volunteer opportunities for individuals who would like to serve Veterans. Service ranges from companionship with individuals or working with groups to clerical tasks. In Fiscal Year 2011 a total of 164,780 hours were volunteered at the seven Veterans Homes. What a great way to give back to our brave men and women who have sacrificed to protect and preserve the freedom of this great nation!

Service Officer Directory

Northeast Veterans Service Region

Regional Supervisor	573-882-5135
Adair	660-785-2460
Audrain	573-581-1088 Ext. 1258
Boone	573-882-5135
Callaway	573-882-5135
Chariton	660-385-6192
Clark	573-248-2550
Cole	573-751-3779
Cooper	573-882-5135
Franklin	636-949-7900 Ext. 7210
Gasconade	573-882-5135
Howard	573-882-5135
Knox	660-785-2460
Lewis	573-248-2550
Lincoln	636-949-7900 Ext. 7210
Linn	660-385-6192
Macon	660-385-6192
Maries	573-751-3779
Marion	573-248-2550
Miller	573-751-3779
Moniteau	573-751-3779
Monroe	660-263-4960
Montgomery	573-581-1088 Ext. 1258
Morgan	573-751-3779
Osage	573-751-3779
Pike	573-248-2550
Putnam	660-785-2460
Ralls	573-248-2550
Randolph	660-263-4960
Schuyler	660-785-2460
Scotland	660-785-2460
Shelby	573-248-2550
St. Charles	636-949-7900 Ext. 7210
Sullivan	660-785-2460
Warren	636-949-7900 Ext. 7210

Southwest Veterans Service Region

Regional Supervisor	417-895-6532
Barry	417-466-7103
Barton	417-359-1515
Bates	417-448-1133
Camden	417-532-6754
Cedar	417-448-1133
Christian	417-895-6532
Dade	417-466-7103
Dallas	417-532-6754
Douglas	417-546-7209
Greene	417-895-6532
Jasper (Carthage)	417-359-1515
Jasper (Joplin)	417-629-3538
Laclede	417-532-6754
Lawrence	417-466-7103
McDonald	417-629-3538
Newton	417-629-3538
Polk	417-895-6532
St. Clair	417-448-1133
Stone	417-546-7209
Taney	417-546-7209
Vernon	417-448-1133
Webster	417-895-6532
Wright	417-532-6754

Northwest Veterans Service Region

Regional Supervisor	816-387-2841
Andrew	816-387-2841
Atchison	660-582-0436
Benton	660-530-5544
Buchanan	816-387-2841
Caldwell	816-632-1459
Carroll	816-632-1459
Cass	816-836-0005 Ext. 2278
Clay	816-836-0005 Ext. 2278
Clinton	816-632-1459
Daviess	660-582-0436
DeKalb	816-632-1459
Gentry	660-582-0436
Grundy	660-582-0436
Harrison	660-582-0436
Henry	660-543-7930
Hickory	660-530-5544
Holt	816-387-2841
Jackson	816-836-0005 Ext. 2278
Johnson	660-543-7930
Lafayette	660-543-7930
Livingston	816-632-1459
Mercer	660-582-0436
Nodaway	660-582-0436
Pettis	660-530-5544
Platte	816-387-2841
Ray	660-543-7930
Saline	660-530-5544
Worth	660-582-0436

Southeast Veterans Service Region

Regional Supervisor	573-451-2533
Bollinger	573-290-5752
Butler	573-840-9770
Cape Girardeau	573-290-5752
Carter	573-840-9770
Crawford	573-265-7752 ext. 245
Dent	573-265-7752 ext. 245
Dunklin	573-888-9513
Howell	417-256-3452
Iron	573-218-6130
Madison	573-218-6130
Mississippi	573-472-5350
New Madrid	573-472-5350
Oregon	417-256-3452
Ozark	417-256-3452
Pemiscot	573-888-9513
Perry	573-290-5752
Phelps (St. James)	573-265-7752 ext. 245
Phelps (Rolla)	573-368-2373
Pulaski (Ft. Leonard Wood)	573-596-0193
Pulaski (St. Robert)	573-451-2533
Reynolds	573-218-6130
Ripley	573-840-9770
Scott	573-472-5350
Shannon	417-256-3452
St. Francois	573-218-6130
Ste. Genevieve	573-290-5752
Stoddard	573-888-9513
Texas	573-596-0193
Washington	573-218-6130
Wayne	573-840-9770

St. Louis Veterans Service Region

Regional Supervisor	314-340-6389 ext. 426
Jefferson	636-797-9624
St. Louis City	314-552-9885
St. Louis County (Veterans Home)	314-340-6389 ext. 242
St. Louis County	314-877-0001 ext. 242



Missouri Veterans Commission
205 Jefferson Street, 12th Floor
P.O. Drawer 147
Jefferson City, MO 65102-0147
573-751-3779

www.mvc.dps.mo.gov
facebook.com/MissouriVeteransCommission

Veterans Homes

Cameron	816-632-6010
Cape Girardeau	573-290-5870
Mexico	573-581-1088
Mt. Vernon	417-466-7103
St. James	573-265-3271
St. Louis	314-340-6389
Warrensburg	660-543-5064

Veterans Cemeteries

Bloomfield	573-568-3871
Ft. Leonard Wood	573-774-3496
Higginsville	660-584-5252
Jacksonville	660-295-4237
Springfield	417-823-3944

Veterans Outreach

Incarcerated Veterans	417-532-6754
Minority Veterans	816-889-3081
Outreach Specialist	573-522-4228
Veteran Ombudsman	573-522-4220
Women Veterans	816-387-2841